



Web Inbox Shortcut Key Table

Functionality	Shortcut Keys on Windows			Mac Shortcut Keys	Usage
	Internet Explorer	Firefox	Chrome / Safari	Firefox / Chrome / Safari	
Accessing Audio control	Alt+Shift+V	Alt+Shift+V	Alt+V. In Chrome, focus should be on the message frame for the shortcut key to work.	Ctrl+Alt+V	Press shortcut key. The focus will be moved to the audio control. Then press left and right arrow keys to up and down the volume.
Accessing Inbox, Delete and Sent Buttons	Alt+Shift+F	Alt+Shift+F	Alt+Shift+F. In Chrome, focus should be on the message frame for the shortcut key to work. Note Alt +F is reserved in chrome.	Ctrl+Alt+F	Press shortcut key. The focus will be moved to message list then press up and down arrow keys to select the item and then press 'Enter' to trigger it.
Accessing Message List	Alt+Shift+I	Alt+Shift+I	Alt+I. In Chrome, focus should be on the message frame for the shortcut key to work.	Ctrl+Alt+I	Press shortcut key. The focus will be moved to message list then press up and down arrow keys to select the item and then press 'Enter' to trigger it.

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Traversing in Message List	Left, Right, Up, Down, Shift+Left, Shift+Right	Left, Right, Up, Down, Shift+Left, Shift+Right	Left, Right, Up, Down, Shift+Left, Shift+Right	Left, Right, Up, Down, Shift+Left, Shift+Right	<ul style="list-style-type: none"> • Down, Up Arrow Key: Move to next and previous message in list. • Left or right Arrow key: - Move to the embedded message. • Shift+Left Arrow Key, Shift+Right Arrow key: Move to the Next and Previous page.
Accessing New Message and Refresh buttons	Alt+Shift+N, Alt+Shift+R	Alt+Shift+N, Alt+Shift+R	Alt+N, Alt+R. In Chrome, focus should be on the message frame for the shortcut key to work.	Ctrl+Alt+N, Ctrl+Alt+R	Press Alt+Shift+N for new message and press Alt+Shift+R for refresh.
Accessing phone and computer button	Alt+Shift+E, Alt+Shift+C	Alt+Shift+E, Alt+Shift+C	Alt+Shift+E, Alt+Shift+C. In Chrome, focus should be on the message frame for the shortcut key to work. Note Alt+E, Alt+C are reserved in Chrome.	Ctrl+Alt+E, Ctrl+Alt+C	<p>Press Alt+Shift+E for accessing phone button and press Alt+Shift+C for accessing computer button. You can also use left and right arrow keys to move in between once any of the button either phone or computer gets activated via shortcut key.</p> <p>When focus is on Phone Button, Phone number field is displayed.</p> <p>To enter the phone number, press the Tab key.</p>

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Signing out	Alt+Shift+S. Here you need to press 'Enter' key once sign out gets activated after pressing shortcut key.	Alt+Shift+S.	Alt+S. In Chrome, focus should be on the parent window i.e. where the Sign out and About link are.	Ctrl+Alt+S	Press shortcut key to sign out.
Accessing about dialog	Alt+Shift+A. Here you need to press 'Enter' key once Sign out gets activated after pressing shortcut key.	Alt+Shift+A.	Alt+A. In Chrome focus should be on the parent window i.e. where the Sign out and About link are.	Ctrl+Alt+A	Press shortcut key to view the About dialog box.

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Accessing Messages, Settings, Routing Rules buttons	Alt+Shift+Q	Alt+Shift+Q	Alt+Q. In Chrome/Safari focus should be in the frame containing buttons for the messages and setting button.	Ctrl+Alt+Q	Press shortcut key. The focus will be moved to the menu containing buttons for Messages, Settings and Routing Rules. Then press left and right arrow keys to select the item and then press 'Enter' to trigger it.
Accessing reply, reply-All, Forward, Mark Unread, Delete buttons for message	Press: <ul style="list-style-type: none"> • R for Reply • A for Reply all • F for Forward • X for Delete • U for Mark Unread • P for Play 	Press: <ul style="list-style-type: none"> • R for Reply all • F for Forward • X for Delete • U for Mark Unread • P for Play 	Press: <ul style="list-style-type: none"> • R for Reply • A for Reply all • F for Forward • X for Delete • U for Mark Unread • P for Play 	Press: <ul style="list-style-type: none"> • R for Reply • A for Reply all • F for Forward • X for Delete • U for Mark Unread • P for Play 	Select the message by clicking on the message. The buttons will be displayed. Then press the following keys: <ul style="list-style-type: none"> • R (Reply) • A (Reply all) • F (Forward) • X (Delete) • U (Mark Unread) • P (Play)